Public Calling Office

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1. Service

1.1 What is ThurayaPCO service? What does it stand for?

ThurayaPCO solution is a perfect communication solution for rural areas where customers cannot afford buying calling cards. The ThurayaPCO consists of a calling unit that has a built in printer. After making calls, a receipt will be automatically printed indicating the duration of the call and the amount due. Customers do not need to buy calling cards. All they need to do is to walk-in, make a call, pay the amount printed in the receipt and walk-away.
The concept is “One line many users”
ThurayaPCO stands for Public Calling Office

1.2 Where is the service available?

Thuraya satellite footprint covers more than 120 countries in Europe, North and Central Africa, large parts of Southern Africa, the Middle East, Central and South Asia.

1.3 What kind of hardware do I need to have the service?

- ThurayaPCO
- ThurayaPCO SIM Card
- SAT and GPS Antennas
- A standard telephone extension

1.4 How is the service available to customers?

Through service providers and distributors assigned by Thuraya.

1.5 Who are the target customers?

- Rural and remote areas.
- Government and military compounds/offices.
- Hotels, gas stations, construction sires and compounds
- Marine rigs.
- Trains.
- High ways between cities/villages.
- Oil and gas industries.
- NGO’s.

1.6 What are the prepayment options supported by ThurayaPCO?

The owner enters the amount that the customer would like to spend on the call, and then the customer can establish the call. As soon as the amount configured finishes, the line gets disconnected. Another option is to have a prepayment call on a time basis rather than amount basis.

1.7 Can additional service charges be added?

Yes, Service provider or the owner has the option of adding a Service Charge (Additional revenue margin) to the band rate charged by Thuraya. This feature is password protected, so that only authorized personnel can set it up.

1.8 Can additional Tax charges be added?

Yes, Tax charges can be added to the bill printout.

1.9 Does ThurayaPCO memorize calls? How Many?

Yes. The ThurayaPCO is capable of memorizing 1500 calls and ThurayaPCO owner can select any bill serial number for reviewing in an individual or cumulative format.

1.10 Can the currency format be changed?

The service provider or the owner can have the option of billing the customer based on a local currency or US dollars.

2. ThurayaPCO Unit

2.1 Where is the ThurayaPCO made?

Manufactured by Linkwell Telesystems Limited, India

2.2 What are the main differences between ThurayaPCO V1 and ThurayaPCO V2?

The new ThurayaPCOV2 envisages a few changes in design that facilitate quick installation and ease of use. The main changes are as follow:

- Thuraya satellite module is integrated inside the ThurayaPCO V2
- Ability to remotely load the relevant Tariff table based upon an initial request command after initialization.
- External SIM insertion.
- Built-in thermal printer.
- Works on both PULSE/DTMF dialing.
- Operation on polarity reversal.

2.3 What are features of the terminal?

- Graphical printer.
- Graphical LCD
- Display of Network Signal Strength on the LCD (Console display)
- Local charging of calls using the locally installed tariff tables. PCO owner can add margin/taxes locally using user name and password protected menu access.
- Pre-programmed list of county codes.
- 40 days cumulative/individual day report.
- Display scrolling facility for the last, current day report, memory calls, and cumulative details.

- Printing of current and cumulative serial number of call on call bill print.
- Programmable paper feed option.

2.4 Does ThurayaPCO support fax and data calls?

No.

2.5 Does ThurayaPCO support sending SMS?

No

2.6 What does ThurayaPCO Package contain?

ThurayaPCO package includes:

- ThurayaPCO Unit
- Booth Display Unit
- Satellite antenna with 25 meter of cable
- GPS antenna with 25 meter of cable
- Fuses (1 each 250mA and 1 each 2A
- Printer Paper Roll
- Booth Display Cable with RJ11 Connectors
- Line-out Cable (Grey) with RJ11 Connectors
- External Battery Cable
- Quick Installation, Quick Trouble Shooting Guide
- User Manual
- Telephone extension shall be provided by the service providers/distributors.

2.7 What is the terminal price to SPs?

1350 USD FOB Jebel Ali to SP

2.8 What are the basic steps to start using ThurayaPCO?

- Insert SIM, Paper Roll.
- Connect using SAT and GPS antennas
- Connect telephone extension and Booth Display.
- Power on, Obtain Network and GPS fix
- Now your ThurayaPCO is ready to make the first call.

2.9 What should I do to obtain Network and GPS fix?

- Please refer to User Manual
- Place GPS antenna outside on a flat surface with a clear view of the sky.
- Power up ThurayaPCO by pressing the Power button.
- ThurayaPCO is now attempting to locate itself using GPS. This may take up to five minutes.

2.10 GPS Fix taking a long time. What shall I do?

Power cycle the terminal and retry

2.11 Location of the SAT antenna?

Careful orientation of the SAT antenna towards the satellite is required for establishing connection.

2.12 Can I change the SIM card while ThurayaPCO powered on?

The terminal must be turned off before replacing SIM.

2.13 Where is the SIM card placed?

The SIM card is placed in the rear side of the unit.

2.14 How long would the battery last if the power went off?

There is no backup battery, therefore the unit will shutdown if no alternative power source is connected.

2.15 Are accessories like DC chargers, booth display, power adapter, SAT/GPS antennas, solar chargers, available?

Accessories are available in the market. (E.g. from Satcom, IEC-Telecom)

2.16 Is ThurayaPCO designed for Indoor or outdoor? What kind of antenna is needed for Indoor?

ThurayaPCO is design only for Indoor use and not recommended to be used outdoor. The type of antenna is what been provided with the package.

2.17 How can ThurayaPCO be used in marine environment? What kind of antenna is needed?

ThurayaPCO can be used in Maritime areas with normal SAT/GPS antennas provided by Thuraya or by using maritime antennas available in the market.

2.18 Can ThurayaPCO SIM be used in other Thuraya terminals/products?

No

2.19 Can any other SIM cards be used in ThurayaPCO?

Yes, with the normal tariff.

2.20 Can ThurayaPCO SIM be used in other Rural telephony solutions e.g. Payphone?

Yes

3. Sales and Customer Support

3.1 How can we order the terminals?

As per the standard procedure.

3.2 What will be the delivery scheme of the ThurayaPCO?

Check with your Country Manager

3.3 Will we be allowed to purchase more ThurayaPCO SIM than terminals?

Contact your Country Manager.

3.4 What are the arrangements for ThurayaPCO Customer service, after sales support, Technical Support?

SPs are trained to provide required support. SP Help Desk and Customer Service Centre are also available for support to SPs and customers

4. Prepaid Service

4.1 What are the Prepaid Plans available?

ThurayaPCO Super SIM is the only SIM designed for ThurayaPCO use.

4.2 What is Super SIM Validity?

Super SIM validity is 1 year from date of 1st use (extendable through refill). Super SIM card is cancelled if the first call is not made within 6 months from the date of activation

4.3 How can Super SIM validity be extended?

Refill extends validity of the Super SIM for 1 year as follow:

- Renewal Fee is waived for heavy users (making more than 2,500 USD worth of calls per year).
- Renewal Fee is 60 USD for annual satellite usage greater than or equal to 120 USD.
- Renewal Fee is 99 USD for annual satellite usage less than to 120 USD.

4.4 Do we have to make the first call to activate the prepaid Super SIM card, (like any other Thuraya SIM card).

Yes

4.5 Is the first call starting the validity of the Super SIM?

Yes

4.6 Can I make multiple refills and extend validity for longer periods?

No, maximum SIM validity at any point of time is capped at 12 months regardless of the number of refills made.

4.7 Will the Super SIM be cancelled if validity is not extended?

Subscribers who do not extend validity will be in Grace Period for 6 months from SIM expiry date. During the grace period, the ThurayaPCO unit is barred from accessing the service except to make a refill. Once the refill is made the customer can use the service normally with an extension from the date of refill.

If no refill is made within 6 months of SIM expiry date, the SIM is cancelled.

4.8 When will the grace period start (after not using the card for a certain period)

Grace Period starts After SIM Expiry Date

4.9 What will happen with the credit left on the Super SIM, when the grace period has begun? Will the credit be gone, even if you refill in the grace period and start using the service again?

As long as the account is in the Grace period, the credit is kept in the account.

4.10 How can a prepaid customer with zero credit make a call to refill free of charge

By dialing 150 which is free of charge.

4.11 When does the SP get airtime share?

SP gets his agreed airtime share of realized usage charges on monthly basis. For details contact Country Manager

4.12 For ThurayaPCO subscribers, will it be possible to check on PCAS about a customer's usage or credit position?

Yes

4.13 If your credit reached $0.00, will you get disconnected in the middle of your call or will the system wait until you finish the call?

- When there is no Credit available for deduction, the call will be terminated

5. General

5.1 What will be the increments for the billing?

Refer to Country Manager please.

5.2 How can the customer monitor credit?

- By dialing 151 which will allow 3 free interrogations per day. Any additional interrogation is charged 0.42 USD/Min.
- The usage/credit can also be found out from web based services site http://services.thuraya.com

5.3 What is the process for Super SIM Replacement?

Customers can replace their damaged PCO Super SIM through the SP. For details contact Country Manager.